USER MANUAL

OM2260VW2

VERIZON WIRELESS
HOME PHONE CONNECT

verizon wireless

Welcome to Verizon Wireless

Thank you for choosing Verizon Wireless Home Phone Connect.

You're now connected to the power of America's most reliable wireless network. This guide will help you understand your new wireless device and all the things you can do with it. So let's get started.

Contents

1 Introduction 1

Package Contents 1

Top View 2

Bottom View 3

2 Installation 4

Installing the Battery 4

Installing the Antenna 5

Installing the Power Adapter 5

Connecting the Device to a Telephone 6

Mounting the Device 7

3 General Functions 8

Powering on the Device 8

Activating the Device 8

Understanding the Indicators 9

Making Calls 9

Making a 3-Way Call 10

Receiving Calls 10

Using Voice Mail 11

Important Facts About Your Home Phone Connect 11

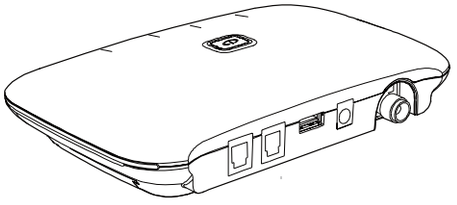
Assistive Communication Devices 12

4 Troubleshooting 13

1 Introduction

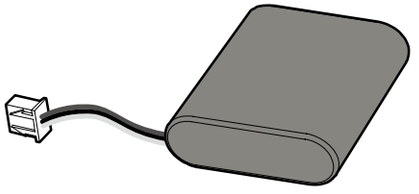
Package Contents

The package should contain the following items. Please contact Verizon Wireless if any of the items are missing or damaged.

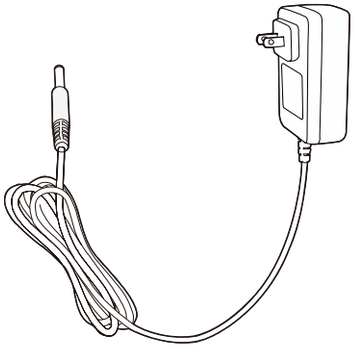


Verizon Wireless Home Phone Connect

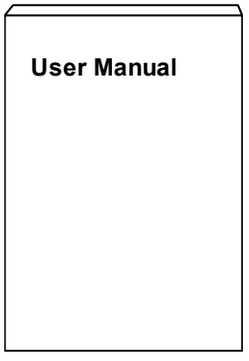
Antenna



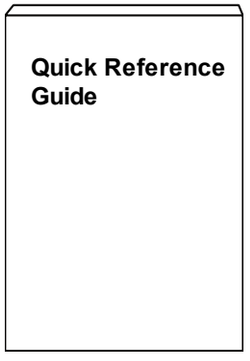
Battery



Power Adapter



User Manual



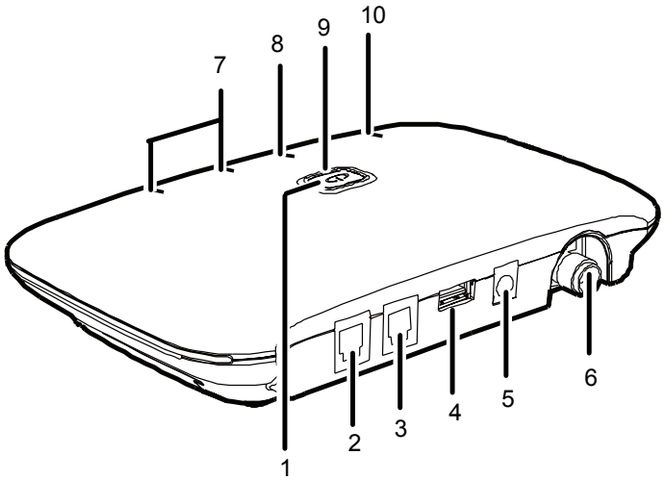
Quick Reference Guide

Product Safety and Warranty Information

Top View

🕮 **Note:**

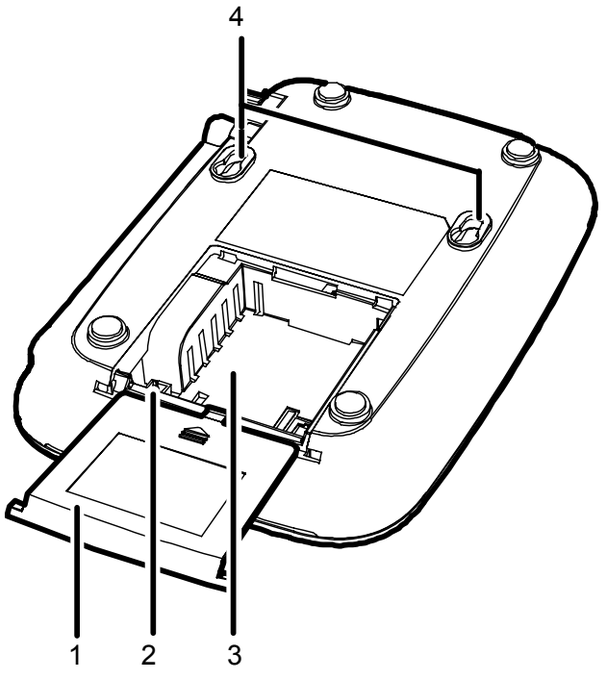
- The figures are only for your reference, the actual shape and color of the product may differ slightly.



1	Power on/off switch	6	Antenna port
2	Telephone port 1	7	Signal strength indicators
3	Telephone port 2	8	Battery indicator
4	USB port*	9	Power indicator
5	DC 12V power port	10	Voice mail indicator

*** Note:** Never place a USB-based device into the USB port of the Home Phone Connect under any circumstances. Doing so may damage the device and negate its warranty. The port was designed for diagnostic purposes only; it is not intended for customer use.

Bottom View



1	Battery cover	3	Battery slot
2	Battery port	4	Wall-mounting brackets

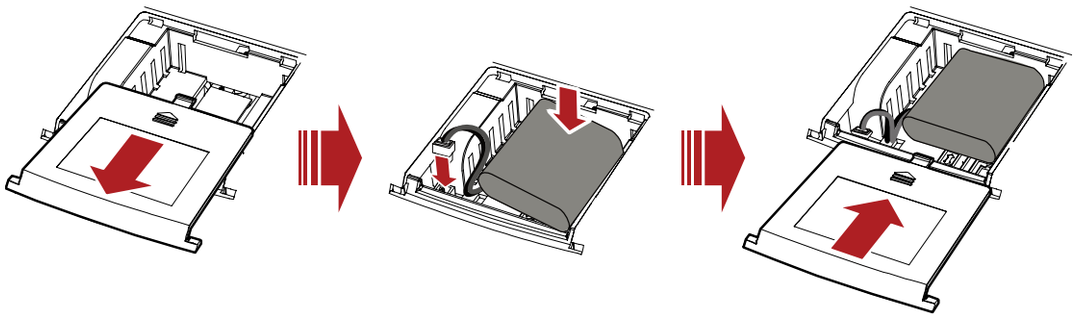
2 Installation

Installing the Battery

🕮 **Note:**

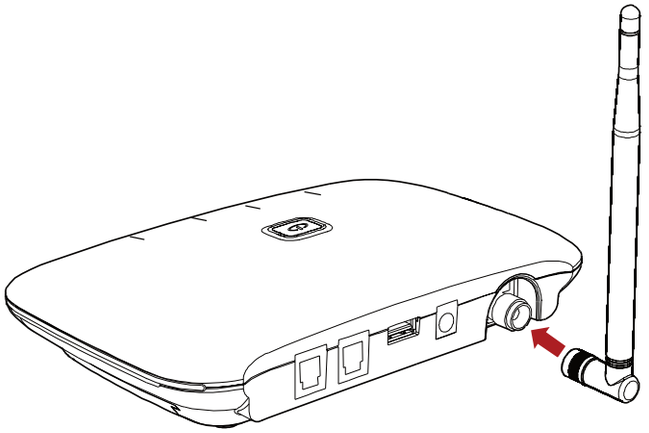
- The system will stop charging the battery when the ambient temperature is outside of the temperature range allowed for charging (14°F to 113°F).
- When the power adapter is connected, the battery will automatically charge.
- When fully charged, the battery will automatically stop charging.
- Remove the battery if the device will be unused for a period exceeding 2 weeks.
- The battery is intended for backup purposes only (in the event of a power failure).
- The device takes 3.5 hours to charge fully. The charge time may be impacted by environmental factors.
- Talk time is about 2 hours and standby time is about 36 hours, but the actual values vary with the network environment.

Remove the battery cover. Carefully insert the battery connection cable into the battery port. The connection cable will click into place when correctly inserted. Place the battery in the battery slot and return the battery cover.



Installing the Antenna

Make sure the device is turned off. Align the antenna with the antenna port on the device as illustrated below. Screw the antenna into the port, ensuring that the connection is secure.



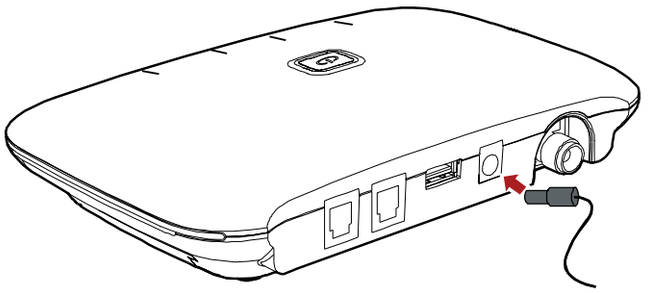
Installing the Power Adapter

Under normal usage, the device relies on the external power adapter for its power supply.

Insert the power adapter into the DC input port, and plug the unit into an AC wall outlet.

🕮 **Note:**

- Back up battery power will only be used during power failure or if the external power adapter is not in use.



Connecting the Device to a Telephone

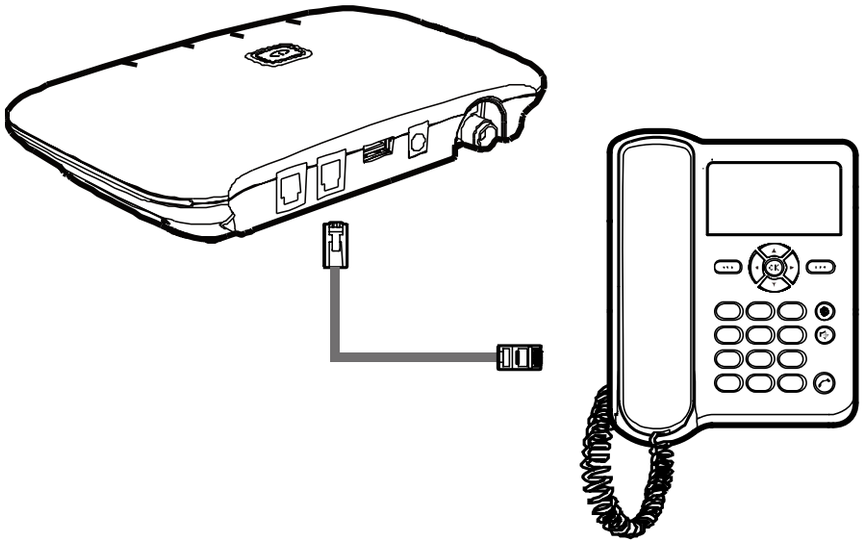
The device provides two telephone ports. The ports use the same telephone number.

Plug one end of a telephone cable (RJ11) into a telephone port and the other end into the back of a home telephone or home telephone base unit.

Do not plug Home Phone Connect into your telephone wall jack. This configuration is not supported unless you have taken steps to disconnect the landline wires coming into your home.

🕮 **Note:**

- The telephone cable is not included.
- The device and telephone cable are for indoor use only.
- Only corded telephones connected directly to the Home Phone Connect will receive service.
- If the Home Phone Connect is connected to a cordless phone base station, any extension phones compatible with that base station will also receive service.



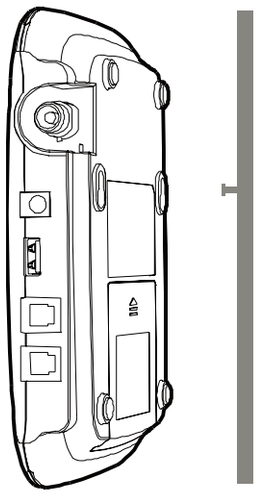
Mounting the Device

Horizontal Mounting

Place the device on a smooth surface with good ventilation. Place it at least 4 inches away from other objects.

Vertical Mounting

Fix two wall screws into the wall with the screw heads extending approximately 0.1 inches from the surface of the wall. The diameter of a screw head should be between 0.22 inches and 0.28 inches. The distance between two screws should be 3 inches. Align the mounting brackets with the screws, push the device towards the wall, and connect the brackets with the screws ensuring that the device is stable.



3 General Functions

Powering on the Device

Press the button to power on the device. When the device is on, the power indicator will be blue.

📖 **Note:**

- Press and hold the button for 1 second to power off the device.

Activating the Device

If your device has not yet been activated, please follow the steps below:

1. Dial *** 2 2 8** from your home telephone and follow the instructions to program your Home Phone Connect.
2. You will hear a confirmation message once programming is complete.

📖 **Note:**

- If you are porting your home telephone number to Home Phone Connect service, you will not be able to receive calls until the porting process has been completed.

Understanding the Indicators

The table below describes possible states for each of the device indicators.

Icon	Indicator	Status
Voice mail	Blinking Blue	New Message
Battery	Blue	Full Charge
	Blinking Blue	Partial Charge
	Blinking Red	Low Charge
Signal Strength	Both Blue	Strong
	One Blue	Moderate
	One Blinking Blue	Weak
Power	Blue	The device is on

Making Calls

1. Before making a call, make sure at least one signal strength indicator ( ) is lit up (or blinking).
2. Place a call by entering the desired telephone number. The number will be dialed automatically.
3. When your call is complete, hang up or return the phone to the receiver to ensure that you can receive calls.

Making a 3-Way Call

You can talk with two parties at the same time by using the 3-way call feature on your Home Phone Connect. Airtime and other charges, which may include toll or long distance charges will apply for all simultaneous calls. Not available in some areas.

1. While on the first call, dial the 10-digit number of the second party.
2. Press **FLASH**; the first party is automatically put on hold while the call is made.
3. When the 2nd party answers, press **FLASH** to initiate the 3-way call.
4. If the second party does not answer, press the **FLASH** key twice to end the connection and return to the first party.
5. To end both conversations, press the **FLASH** key.

📖 **Note:**

- 3-Way Calling is an included feature that is typically added to your account when you first activate service. If you wish to confirm you have this feature, sign in to My Verizon to view the calling features available on your account.

Receiving Calls

Lift the handset or press "talk" to answer an incoming call.

📖 **Note:**

- While the Home Phone Connect adapter has a backup battery, if the landline device requires external power to operate, service (including the ability to make and receive 911 calls) will not be available during a power outage.

Using Voice Mail

1. The voice mail indicator (✉) will blink blue to indicate that you have one or more unheard voice mail messages.
2. Dial *** 8 6** to access your voice mail.
3. Follow the system prompts to listen to and manage your voice mails.

📖 **Note:**

- Please refer to the Troubleshooting section for additional details on accessing voice mail, or if you would like to use a home telephone answering machine as your preferred method to manage your voice mail messages.

Important Facts About Your Home Phone Connect

Dialing

Your Verizon Wireless Home Phone Connect requires 10-digit dialing. Please dial the three digit Area Code when calling local and long distance numbers.

Your Verizon Wireless Home Phone Connect does not support rotary or pulse dialing phones.

Call Forwarding

Verizon Wireless Home Phone Connect allows customers to forward calls to another phone number, including your mobile phone or office number. Your home phone will not ring until you deactivate the service. Airtime applies to forwarded calls even if you send the call to wire line telephones. When forwarding calls to phone numbers outside your local calling area, you will be billed for any toll, long distance and airtime charges incurred. Additional per-minute charges may apply to all forwarded calls. This feature is also known as "Immediate Call Forwarding".

To Activate Call Forwarding:

1. Dial *** 7 2**.
2. Immediately enter the phone number where you want calls to be forwarded (e.g. *72-212-123-4567).
3. You will hear a confirmation tone.
4. Hang up your home phone or return the phone receiver to its base.

To Deactivate Call Forwarding:

1. Dial *** 7 3**.
2. You will hear a confirmation tone.
3. Hang up your home phone or return the phone receiver to its base.

Fax Machine Compatibility

Your Verizon Wireless Home Phone Connect does not support incoming or outgoing fax service.

Home Security Systems

Your Verizon Wireless Home Phone Connect may not be compatible with certain Home Security systems. Please check with your security system provider to confirm the compatibility requirements of your Home Security system.

Assistive Communication Devices

TTY (Text Telephony) and TDD (Telecommunications Device for the Deaf) allow individuals who are deaf, hard of hearing, or have speech or language disabilities to communicate by telephone.

When a user types his or her conversation on a TTY keyboard, it is transmitted as tones through the telephone. Tones are received by the other person's TTY, translated into text and displayed on the screen. In order to use the TTY network, you must have a TTY-compatible phone and be in the TTY mode to place or receive calls. Note that most digital wireless devices are TTY-compatible.

4 Troubleshooting

I am not getting a dial tone on my handset.

1. Ensure that the power adaptor is properly connected (refer to page 5 of the User Manual) and that the power indicator is illuminated (refer to page 9 of the User Manual).

2. Check to make sure the telephone cable is securely plugged in (refer to page 6 of the User Manual).
3. Check to make sure you are not roaming outside of the Verizon Wireless network.

How do I check my voice messages?

Dial *** 8 6** to access your voice mail messages. Refer to page 11 of the User Manual for additional details.

Can I create a shortcut to access my voice mail?

The availability of a shortcut feature to access voice mail messages depends solely on the capabilities of the corded or cordless phone that you use with Home Phone Connect. Please refer to the user material that came with your phone. If your home phone does not support a shortcut feature to access voice messages, you may have the option to save your voice mail number into the address book on the handset and assign that number to the #1 speed dial position on your phone's keypad. Remember, you can always dial *** 8 6** to access your voice mail.

Can I use my telephone answering device instead of voice mail?

Yes. Set the answering device to fewer rings in order to pick up the call before Verizon Wireless voice mail. Alternatively, turn off your home answering machine or increase the number of rings if you would like to use the Verizon Wireless voice mail service. Please refer to the user material provided by the Home Answering Machine manufacturer for instructions.

Does 911 work on this device?

Yes, but since the Home Phone Connect Adaptor is designed for an indoor environment, please be prepared to provide your location inside the premises to public service personnel. The GPS chipset embedded in this device will work best if the device is located near a window or other opening.

Does this product work during a power outage?

While the Home Phone Connect Adaptor has a backup battery, if the landline device requires external power to operate, service (including the ability to make and receive 911 calls) will not be available during a power outage.

Service will only be available during a power outage if the home telephone connected to the device does not rely on external power to operate (as is the case with many corded phones).

How long is the battery life of Home Phone Connect?

Talk time is about 2 hours and standby time is about 36 hours, but the actual values vary with the network environment.

How does Caller ID (CID) work?

Caller ID works the same way it does on your Verizon Wireless Mobile Phone. CID allows you to see the caller's phone number before you take the call. CID may display the number of the person calling you (for all unblocked numbers). It may also display the name of the person if you've stored it in your phone's memory.

My Caller ID does not display the name of the incoming caller.

The Home Phone Connect service is not currently compatible with calling name delivery. Caller name information will be displayed if the incoming caller's contact information is saved in your home phone address book.

The volume is too loud.

You can adjust the volume using your telephone connected to the Home Phone Connect device. Four volume levels are available, with level 1 being the softest and level 4 the loudest. The default setting is level 4.

1. Take the phone off the hook so you can hear the dial tone and verify that telephone service is available.
2. Press **# # 1** to adjust the volume.
3. Press keys **1** to **4** to select the desired volume.
4. After selecting the desired volume, press the * key to save it. If you hear a single confirmation tone, you have successfully set the volume level.

Note: If you hear a double tone you have pressed an incorrect key. The system will return to the off-hook state, and you can try adjusting the volume again when you hear the dial tone.

How to set the TTY mode?

Enter the keys **# # 5 6 * n #** to set the TTY mode.

- n=0: TTY off mode. The standard voice speaking mode and the listening mode. This is the default setting.
- n=1: TTY full mode. Transmit and receive the TTY characters.
- n=2: VCO mode. Receive TTY characters but transmit by speaking into the speaker.
- n=3: HCO mode. Transmit TTY characters but receive by listening to the receiver.